

Job Description

Business and Project Support Officer

Salary:	Up to £23,500 per annum, dependent on experience
Hours Worked:	Full time 35 hours per week
Benefits:	30 days annual leave per annum plus bank holidays, workplace pension with generous (up to 6%) employer contribution, childcare voucher scheme, supportive and family-friendly approach to flexible working
Reports to:	Office Manager
Line Manages:	The post holder has no direct line management responsibilities
Location:	Flexible, with the option to be primarily based from home with an occasional presence at NDTi's office in Bath
Date:	January 2021

NDTi's purpose

NDTi has been working with communities, government, health and social care professionals for 25 years to ensure that older people and people of all ages who have disabilities are given choice and control over their own lives. Our organisation exists to make change happen by celebrating what's possible, supporting changemakers and building self-determination. Our work always focuses on wider life outcomes. We want disabled and older people to enjoy the same life course and opportunities as everyone else – education, paid work, a place of their own, fulfilling personal relationships and a chance to contribute to their communities.

At the heart of everything we do is our belief in a society where all people, regardless of age or disability, are valued and able to live the life they choose. We believe that all people should have choice and control over their own lives, that their human rights be respected and that they are valued as equals. Our vision is shared by our members, board, staff, associates and the people who fund or commission our work.



Our vision

At the heart of everything we do is our belief in a society where **all people**, regardless of age or disability, **are valued** and able to **live the life they choose**

1. Role summary

As a member of the central support team, the post holder will work closely with programme leads and senior colleagues to understand regular and ongoing organisational, programme and project requirements.

The post holder will work closely with staff, associates and programme leads to plan, anticipate, and deliver high quality support across a range of NDTi projects and areas of work. They will work pro-actively to contribute to organisational life and maintain NDTi's reputation for excellence with a range of stakeholders.

2. Main purpose of role

The person NDTi appoint to this important role will:

- Be proactive with the confidence, skills, knowledge and mindset needed to plan and anticipate changing support needs.
- Balance competing needs across work areas and ensure that day-to-day systems, processes and organisational needs and arrangements are met consistently, on time and to a high standard.
- Manage their time effectively and maintain a positive and constructive approach to all areas of responsibility, providing a professional and supportive 'first contact' service for customers, external organisations and stakeholders.

3. Key Activities:

The post holder will do the following:

Project Support

- Liaise and work with leads with confidence, replying to external and internal queries where possible and escalating others as needed. Keep in regular contact with team members ensuring that they, alongside external stakeholders, understand the support the post holder can provide.
- Gather the necessary information to complete key contractual paperwork throughout the project lifecycle, including contract set up and the prompt receipt and processing of client contracts. Work with the Finance Manager and relevant lead to ensure that invoicing schedules and billing particulars are up to date, that client specific activity reporting is completed accurately, and NDTi's schedule for delivery is maintained.

- Liaise with staff and associates to ensure that invoices and timesheets are received on time and accurately reflect project work undertaken or goods and services procured.
- Assist leads to ensure project plans are up-to-date, communicating amendments and changes to the wider project team and ensuring any such changes are communicated to the client.
- Maintain a schedule of project outputs and work to ensure reports, events and other deliverables are planned and delivered on time, liaising with colleagues across other work areas where needed.
- Provide professional word-processing support, editing and formatting resources and reports ensuring they are complete, accurate, and branded in line with specific in-house and project requirements.
- Co-ordinate receipt of calls for possible new work, supporting the team by collating responses to tenders. Regularly review team member CVs and other resources, ensuring that the information presented when tendering for new work is up-to-date and tailored for specific needs/audiences.
- Co-ordinate meetings and check-ins across the project/programme team. Keep an active log of actions, ensuring these are understood, followed up and completed.
- Actively seek out support and input from other colleagues and co-ordinate seamless provision of high-quality support during times of high demand, leave etc.

Communications

- Take initiative for actively updating website information about our team, our work, our events and our resources for areas of work supported, ensuring they are up-to-date, are in keeping with in house and project specific branding guidelines, and - where appropriate – as approved by the Marketing and Communications Manager.
- Where appropriate, encourage activity across social media platforms that support programme development and delivery raise NDTi's profile with existing or new audiences. Help the Marketing and Communications Manager and wider team to connect with partners, stakeholders and groups with an interest in NDTi's work via online platforms.
- Support project specific communications platforms and forums such as Basecamp, ensuring resources are updated and refreshed and that new invitations to join are sent to participants and key stakeholders.

Event co-ordination

- Plan, organise and effectively project manage regular events of all types and, occasionally, at scale (up to 100).
- Use existing and emerging technologies and established practices to set up and plan events, ensuring prompt co-ordination and confirmation of arrangements with venues and delegates.
- Lead the process for delegate and stakeholder sign up, liaising with leads to ensure good representation and attendance levels are achieved. Work with the lead to ensure any specific requirements, for example, allocation of places and accessibility needs are managed and met.
- With the lead, work to deliver the event on time and within budget. Keep leads updated, alerting them to potential overspend or other issues, such as take up/attendance levels that could impact the success of the event, as they arise.
- Take calls and enquiries, using knowledge of NDTi and our full range of programmes and projects to answer participants questions and queries.
- Prepare packs and other resources to a professional standard.

Personal support

- Schedule regular discussions and other opportunities with leads to understand; emerging developments in work being delivered, issues and risks arising, upcoming commitments and how the post holder can best assist and support the project or programme.
- Be flexible to, and accommodating of, changing priorities and work to support other team members commitments and capacity.
- Ensure that routine work such as word processing, electronic filing etc. are undertaken to a high standard and in a timely manner.

Organisational and other responsibilities

- The post holder holds an important 'external facing' role as the central, first point of contact for clients, stakeholders and others.
- Ensure that NDTi is presented as a values-driven, innovative, efficient and high-quality organisation that is up to date with policy and practice and delivers effectively on all aspects of work.

- Ensure that all work is delivered in line with NDTi's vision and purpose and that all actions reflect the spirit and intent of NDTi's desire to promote and achieve positive lives for those who are, or are at risk of being, excluded from society.
- Work proactively with colleagues to share learning across the organisation's areas of interest.
- Take responsibility as a member of the Business Support Team to work together to organise core tasks within the team including cover.
- Contribute to organisational life at NDTi, being a positive and supportive colleague and actively participating in NDTi staff meetings and events.
- Ensure that all organisational process and system requirements are adhered to and support business and financial operational management of NDTi.
- Adhere to all aspects of the Staff Handbook and relevant policies and procedures whilst working for NDTi.
- Undertake any other reasonable requirements of the organisation in line with the purpose and spirit of this job description, as agreed with the line manager.

Person Specification

Job Title:	Business and Project Support Officer
Department / Section:	Core Support Team

Essential	Desirable
<ul style="list-style-type: none"> • NVQ Level 4 in Business Administration, or • 2 or more passes at A-Level, or • Demonstrable experience in a similar role 	
Commitment and willingness to meet the needs, ethos and values of NDTi	Experience of being a user of health and social care services or being a family carer for someone with experience of using services
Commitment to excellent customer service, actively seeking ways to deliver client experience	
Ability to work under own initiative to deal with day to day issues and client/stakeholder enquiries	
You will be able to demonstrate a good level of organisational and planning skills	Knowledge of project management principles and approaches
Ability to analyse data and present information in understandable format to colleagues and stakeholders	
Ability to get things done in a practical way, working to agreed timescales and budgets, following best working practice	Experience of business process improvements, introducing new and creative solutions
Evidence of developing good relationships and contacts that enable you to get your work done	An interest in using social media for profile building and business development
A team player who works well as part of a diverse team, you'll be interested in others and their ideas and contributions, and be enthusiastic about working with different people and partners	
Whilst being that team player, you are comfortable when working on your own, are motivated and self-sufficient but know when to look for help and support	
You actively demonstrate the values and principles of NDTi with people, including colleagues and clients.	

Essential	Desirable
You challenge behaviour and attitudes that are not in keeping with the values and principles of NDTi, both internally and externally.	
Proactive with plenty of initiative and the practical knowledge of how to use this to best effect	
A good working knowledge of Microsoft Office applications and the commitment to use new technologies that help enhance internal and external communication and work planning	Working knowledge of online platforms such as Office 365
Keen to take responsibility for self-learning and development of new skills that help to get the job done to the highest possible standard	Experience of business process re-engineering, introducing new and creative solutions to improve outputs and ways of working

Presently, our current staff team is not sufficiently reflective of the diversity of the communities and the people we strive to create positive change for. We are especially keen to take a step towards changing this by attracting applications from people of all different backgrounds who share our values and our vision, regardless of ethnicity, disability, protected characteristics or social background.



Equality and diversity are core to NDTi’s values. In the selection of our staff, we are committed to gender balance and diversity without distinction as to race, sex, disability or religion. We positively welcome applications from disabled people.

